



□ Executive Director □ Medical Director □ Finance Director □ Operations Director □ Billing □ Front Desk

Governor To Renew Funding For Health-e-App



The Governor's just-released May Revise to the 2001-2002 State Budget contains \$800,000 in the current year and \$1.3 Million next year to support the statewide implementation of Health-e-App.

The four-week Health-e-App pilot test in San Diego County was a big success! Six community based organizations participated. Outreach workers, some equipped with notebook computers and high-speed wireless modems, enrolled applicants at clinics, schools, WIC sites and even in the applicants' homes.

Applicants found Health-e-App to be quick, easy, and more convenient than the paper application. In particular, they were enthusiastic about the real time preliminary eligibility and program determination.

Certified Application Assistants (CAAs) reported that Health-e-App made them more effective in serving their clients. They noted process improvements including less paper work, automated computing of income, and red flags that appear when an entry error occurred.

Based on the pilot's success and enthusiastic responses from CAAs and others, the state has agreed to allow the six pilot sites to remain operational. To view short video testimonials from CAAs and others involved in the pilot, please visit the Health-e-App web site at:

<http://www.healtheapp.org>

Decisions about Health-e-App implementation are in the hands of the California Department of Health Services (DHS), the Healthy Families Program

administrator and the Managed Risk Medical Insurance Board (MRMIB).

The California HealthCare Foundation recently awarded a \$500,000 grant to MRMIB to help the state prepare for Health-e-App's statewide implementation. This effort will include establishing a toll-free customer support phone line for CAAs using Health-e-App and developing an automated payment system for the first month's Healthy Families premium.

It is our understanding that there have been some kinks on the County side in this San Diego implementation. The Council staff will be conferring with the County on this and will report back to the clinics with any updates.

New California guidebook for patients using HMOs

This free 80-page guide, which is available through a variety of sources including online, is designed to help people navigate their way through the complex maze of health care rights and regulations.

A number of sweeping health care reforms went into effect Jan. 1, but consumer advocates say most people are unaware of those new rights. For example, patients have a right to an inde-

pendent medical review if their request for treatment is denied by their insurer. They also have the right to sue their HMO.

"This is basically an owner's manual for the new patient's bill of rights in California," said Jamie Court, executive director for the Foundation for Taxpayer and Consumer Rights, one of the main groups behind the guide.

The guide covers a variety of

patient issues in a question-and-answer format -- everything from confidentiality concerns to HMO grievances -- and cites the codes and laws that support each right. Also included is a glossary of terms and sample letters a patient might need to write.

To view the information and download it in PDF format, visit:
<http://www.calpatientguide>.

Inside this issue:

<i>Health-e-App</i>	1
<i>Patient's CA HMO Guide</i>	1
<i>Quotable Quote</i>	1
<i>New San Diego County Budget</i>	2
<i>The World We Live In</i>	2
<i>PPMC Meeting in July</i>	2

What's that you say?

"I try not to get sick. I rely on my vitamins. I try to eat healthy. That's about it. And I pray to God."

- Estelle Meyers, an uninsured woman who works part-time caring for newborns, explains her version of preventive healthcare.



San Diego County's Proposed Budget Allocates 1.6B for Health Care, Social Services

San Diego County officials have unveiled a \$3.7 billion budget proposal for FY 2001-2002, with the "biggest chunk" -- \$1.6 billion -- allocated for health care and social services, according to the San Diego Union-Tribune.

Under county Chief Administrative Officer Walt Ekard's proposed budget, some of the \$1.6 billion will

be spent on mental health services, including early screenings for children and services for older adults.

County officials said they are not allocating funds to meet the requirements of Proposition 36, which mandates that drug users receive treatment rather than jail time, because they expect that the \$9 million the state is providing the

county for implementation will cover the proposition's first-year costs.

However, the county plans to expand its drug court program to accommodate an expected influx of offenders under Proposition 36. The county Board of Supervisors, which must approve the final budget, will hold its first hearing on the issue June 4th.



The World We Live In: A Continuing Feature on Cultural Competency in the Health Care Environment

The **Cross Cultural Health Care Program (CCHCP)** at Pacific Medical Center works with health care providers, interpreters and community-based organizations to address the need for cultural competency in health care. Their series "Voices of the Communities" is an excellent resource to health care providers about certain ethnic communities. In a continuing feature, her in NewsBrief, we will discover a culture and explore some of the beauties (and challenges) of diversity. For more informa-

tion about their resources, please visit their website at: www.xculture.org

The ARAB Community:

- The majority of Arabs are Muslims.
- More Arab Christians than Muslims have emigrated from their home countries.
- An individual who becomes sick will turn first to family members, especially elders for support, comfort & advice.
- Prayer & reading from Al Quran or the Bible help give comfort to patients and family members and enhance the patient's recovery.
- Arabs place a high value in modern Western medicine and have confidence in the medical profession.
- A patient & family will not wait long to seek professional help.
- One or more family members will accompany a patient to a medical

appointment.

- In Arab countries, patients are told only the good news about their disease.
- In severe cases, the doctors generally report the seriousness of the illness and its likely consequences to a selected family member.
- Patients are usually anxious to receive medication as soon as possible. If no medication is given, the doctor should explain.

Next Council Connections PPMC Meeting in San Francisco!



Its time to start planning for the next Council Connections

Pharmacy & Purchasing Manager's Council (PPMC) meeting in July. This meeting will

focus on "Technology as a Tool," and will include information on e-Procurement, electronic prescription writing and the effects of HIPPA on clinics' current technology. Purchasers will also be continuing their investigation into the expansion of product lines to include printing

and dental supplies.

The date for the conference is July 19th and it will be held at the Cartwright Hotel in San Francisco. The hotel is offering a slightly discounted rate for those who are attending the conference, on a limited basis. Formal invita-

tions and an agenda will be going out in the next week, so keep an eye out for the information or call 1800640-1662 for more details. It is a great opportunity to share information and best practices in the areas of pharmacy and purchasing!